User's Guide

Mitel Networks 5207 IP Phone

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Contents

ABOUT YOUR PHONE

The Mitel 5207 IP phone has ten fixed-function keys (**SUPERKEY, MESSAGE, HOLD, CANCEL, TRANS/CONF, REDIAL, SPEAKER, MICROPHONE, ⬆, ⬇**) and 14 personal keys with built-in status indicators. The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as:

- *Feature keys* (for example, Swap). Telcom must program these feature keys to buttons.

- *Speed Call keys*. You can program speed call keys from your phone.

- *Line Appearances*. Only Telcom can program line appearances.

Your telephone also features display-assisted selection of features, on-hook dialing, and a large Message Indicator.

Note: When using the **SUPERKEY**, press **Cancel** or **SUPERKEY** to back up one menu level.
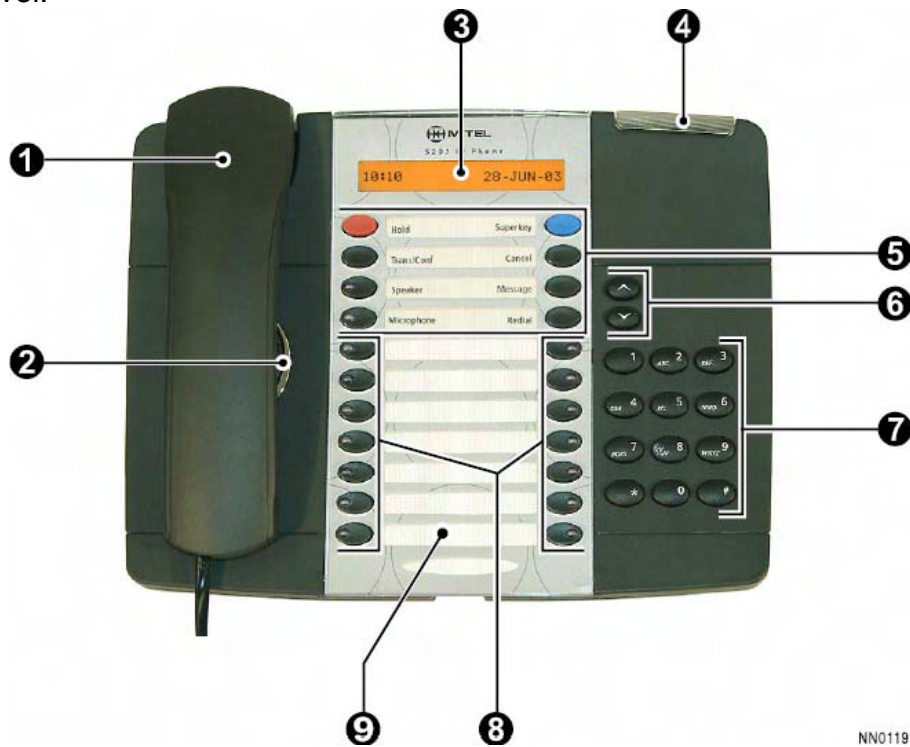
1. Handset	4. Message Waiting Indicator	7. Keypad
2. Speaker	5. Fixed-function Keys	8. Prorammable Feature Keys
3. Display	6. Volume Control	9. Designation Card

Important Note for Headset Users:

Mitel Headsets with Feature Control Switch must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

Telephone Status Indicators

When Line is	The indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds, it means that your phone is switching to a secondary 3300 ICP system. The call continues but the keys and features on your phone stop working. They keys and most features begin working again after you hang up. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Angle the phone for easier viewing

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing.

1. Press the release tabs on the sides of the stand.
2. Hinge the two front hooks and snap the two back hooks of the stand into either the upper or lower notches on the back of the phone.
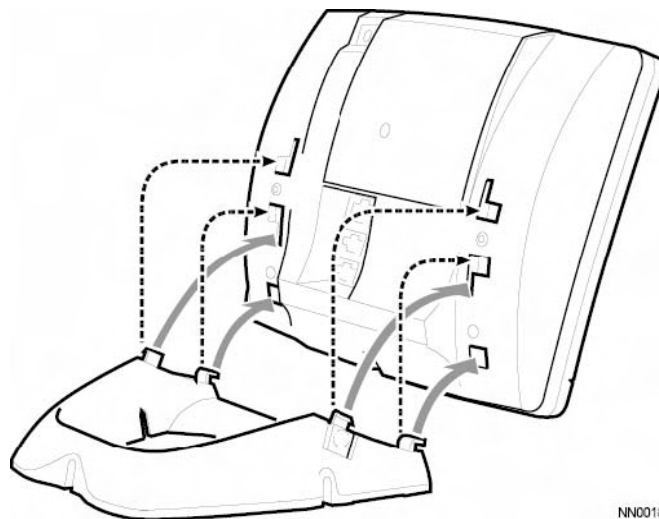
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CUSTOMIZING YOUR PHONE

Ringer Control

T*o adjust the Ringer Volume while the set is ringing:*

▪ Press ⏶, ⏷

To adjust the Ringer Pitch while the set is idle:

1. Press **SUPERKEY**
2. Press **#** until "Ringer Adjust?" appears
3. Press *, until "Adjust Pitch?" appears
4. Press * for Yes
5. Press ⏶, ⏷ to adjust the pitch
6. Press **#** to save the pitch level ("Adjust Volume?" appears)
7. Press * for Yes
8. Press ⏶, ⏷ to adjust the volume level
9. Press **#** to save the volume level
10. Press **SUPERKEY**

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

▪ Press ⏶, ⏷

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

▪ Press ⏶, ⏷

Display Contrast Control

To adjust the Display Contrast while your set is idle:

▪ Press ⏶, ⏷

Feature Keys

Note: Telcom must program all feature keys to buttons:

To display information about a key:

1. Press **SUPERKEY**

2. Press a personal key

3. Press **SUPERKEY**

Language Change

To change the display language:

1. Press **SUPERKEY**

2. Press **#** until "Language?" appears

3. Press ***** for Yes

4. Press ***** to change the language

5. Press **#** until the desired language appears

6. Press ***** to save your selection

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset
2. If you want to use a Non-Prime Line, press a Line Appearance key
3. Dial the number,

   -OR-

   Press a Speed Call key

   -OR-

   Press **REDIAL**

Answer a call

- Lift the handset

  -OR-

  Press the flashing Line appearance key and lift the handset

Redial

To redial the last number that you manually dialed:

1. Lift the handset
2. Press **REDIAL**

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset
2. Press **#22**

To Redial a saved number:

1. Lift the handset
2. Press ***22**

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset
2. Press a Speed Call key

To store a Speed Call number:

1. Press **SUPERKEY**
2. Press **#** until "Personal Keys?" appears
3. Press ***** for Yes
4. Press a personal key that isn't a line key
5. Press ***** for Change
6. Do one of the following:
   - To store a new number, dial the number (press **HOLD** between digits to create a three-second pause during dialing; press **HOLD** more than once to lengthen the pause).
   - To enter the last number dialed, press **REDIAL**.
7. Press the personal key again to save the number
8. Do one of the following:
   - To make the number private, press *****
   - To keep the number visible, press **#**
9. Press **SUPERKEY**

Speed Call - Personal

Note: This feature must be set up by Telcom.

To dial a stored personal Speed Call number:

1.   Lift the handset
2.   Dial ***33**
3.   Enter an index number between **00** and **09**

To store a personal Speed Call number:

1.   Lift the handset
2.   Dial ***32**
3.   Enter an index number between **00** and **09**
4.   Dial the number to be stored (press **Hold** between digits to create a three-second pause during dialing; press **Hold** more than once to lengthen the pause)
5.   Hang up

On-Hook Dialing

To dial without lifting the handset:

1.   If you want to use a Non-Prime Line, press a Line Appearance key
2.   Dial the number
3.   Lift the handset

Auto-Answer

Note: Telcom must program this feature key to a button

To enable or disable Auto-Answer

▪   Press the **Auto-Answer** feature key

To answer a call when you hear a ringback:

▪   Communicate using the speaker and microphone

CALL HANDLING

Hold

To place a call on Hold:

- Press **Hold**

To retrieve a call from Hold:

1. Lift the handset
2. Press the flashing line key

To retrieve a call from Hold at another station:

- Press the flashing line key

    -OR-

    Dial *78 and the number of the station that placed the call on Hold.

Transfer

To transfer an active call:

1. Press **TRANS/CONF**
2. Dial the number of the third party
3. Do one of the following:
    - To complete the Transfer, hang up
    - To announce the Transfer, wait for an answer, consult, and hang up
    - To cancel the Transfer, press **CANCEL**

To transfer an active call during a headset operation:

1. Press **TRANS/CONF**
2. Dial the number of the third party
3. To complete the Transfer, press the **Release** feature key

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**
2. Dial the number of the next party
3. Wait for an answer
4. Press **TRANS/CONF**

To leave a Conference:

▪ Hang Up

Conference Split

To Split a Conference and speak privately with the original party:

1. Press **TRANS/CONF**
2. Dial **#54**

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**
2. Dial the number

To alternate between the two parties:

▪ Press the **Swap/Trade** feature key

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. ALWAYS redirects all incoming calls regardless of the state of your telephone. B-INT redirects internal calls when your telephone is busy, and B-EXT redirects external calls when your telephone is busy. NA-INT redirects internal calls after several rings if you don't answer, and NA-EXT redirects external calls after several rings if you don't answer.

Note: For information about "I AM HERE", see Call Forward – Remote

To program Call Forward:

1. Press **SUPERKEY**
2. Press **#** until "Call Forwarding?" appears
3. Press ***** for Yes
4. Press **#** until the type of Call Forward that you want to set up appears (see above note).
5. Press ***** for Review
6. If a number is already programmed, press ***** for change
7. Press ***** to Program
8. Dial the destination number
9. Press ⬇ to Save
10. Continue programming other types of Call Forward

    –OR-

    Press **SUPERKEY** to leave the programming mode

To turn Call Forward on and off (once it has been programmed)

1. Press **SUPERKEY**
2. Press **#** until "Call Forwarding?" appears
3. Press ***** for Yes
4. Do one of the following:
    - To turn Call Forward ALWAYS on or off, press ***** for Review, press ***** for Change and then press **#** to turn on or off
    - To turn another type of Call Forward on or off, press **#** until you reach the desired display. Press ***** for Review, press ***** for Change and then press **#** to turn on or off.
5. Continue turning other types of Call Forward on or off

    –OR-

    Press **SUPERKEY** to leave the programming mode

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press **SUPERKEY**
2. Press **#** until "Call Forwarding?" appears
3. Press ***** for Yes
4. Press **#** until "I AM HERE?" appears
5. Press ***** for Review
6. If a number is already programmed, press ***** for change
7. Press ***** to Program
8. Dial the extension number of the remote station
9. Press ⬇ to Save
10. Press **SUPERKEY** to leave the programming mode

To cancel Call Forward – Remote from the station that set the remote forwarding:

1. Lift the handset
2. Dial **#66**
3. Dial the extension of the remote station
4. Hang up

To cancel Call Forward – Remote from the station that was forwarded:

1. Lift the handset
2. Dial **#64**
3. Hang up

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset
2. Dial ***63**
3. Hang up

To again allow calls to be forwarded by the destination number:

1. Lift the handset
2. Dial **#63**
3. Hang up

Messaging - Advisory

To turn Messaging – Advisory on:

1. Press **SUPERKEY**

2. Press *****

3. Press **#** until the desired message appears

4. Press *****

To turn Messaging – Advisory off:

1. Press **SUPERKEY**

2. Press *****

3. Press *****

Messaging - Callback

To leave a Callback Message on a telephone when you hear a busy or ringback tone:

▪   Press **MESSAGE**

To respond to a message waiting condition on your telephone:

1. Press **MESSAGE**

2. Do one of the following:
    - ▪   To call the message sender, press **#**
    - ▪   To erase the message, press *****

To answer a Callback:

▪   Lift the handset

USING ADVANCED FEATURES
Account Codes

To use Account Codes:

1. Lift the handset
2. Dial **2**
3. Dial the Account Code digits
4. Press **#**

To enter an Account Code during a call:

1. Press **TRANS/CONF**
2. Dial **2**
3. Dial the Account Code digits
4. Press **#**
5. Press **CANCEL**

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset
2. Dial *****79**
3. Dial the console ID and the Hold Slot number

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

Note: Telcom must first set up your pickup group for this feature to work

1. Lift the handset
2. Press the **Pickup** feature key

   -OR-

   Dial *****71**

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset
2. Dial **#71**
3. Dial the number of the ringing station

Camp-on

To Camp-on to a busy station:

▪   Press the **Camp-on** feature key

    -OR-

    Dial **3**

To retrieve a call when you hear the Camp-on tone:

▪   Press the **Swap** feature key

Do Not Disturb

Note: Telcom must program this feature key to a button

To activate or deactivate the Do Not Disturb feature:

▪   Press the **Do Not Disturb** feature key

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1.   Lift the handset
2.   Dial ***77**
3.   Dial the extension number
4.   Speak to the dialed party after the tone

To answer a Direct Page (indicated by a single burst of tone)

▪   Lift the handset

Handsfree Operation

To use Handsfree Operation to make calls:

1. If you want to use a Non-Prime Line, press a Line Appearance key
2. Dial the number
3. Communicate by using the speaker and the microphone

To use Handsfree Operation to answer calls:

1. Press the flashing line key
2. Communicate by using the speaker and the microphone

To hang up while using Handsfree Operation:

- Press **SPEAKER**

To temporarily disable the microphone during Handsfree Operation:

- Press **MICROPHONE** (the microphone LED turns off).

To re-enable the microphone and return to the conversation:

- Press **MICROPHONE** (the microphone LED turns on).

To switch from Handsfree Operation to the Handset

- Lift the handset

To return to Handsfree Operation:

1. Press **SPEAKER**
2. Replace the Handset

Headset Operation

To enable Headset Operation

- Press the **Headset** feature key

To answer a call (when Auto Answer is disabled):

- Press the flashing line key

To hang up:

- Press **CANCEL**

To disable the Headset Operation:

- Press the **Headset** feature key

Headset Operation (with Feature Control Switch)

IMPORTANT NOTE: Mitel Networks Headsets with Feature Control Switch must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

To enable Headset Operation

- Press the **Headset** feature key

To answer a call:

- Press the flashing line appearance key

  -OR-

  Quickly press and release the headset's feature controls switch

To mute the headset microphone:

- Press and hold the headset's feature control switch.

To hang up:

- Press **CANCEL**

  -OR-

  Quickly press and release the headset's feature control switch

To disable the Headset Operation:

- Press the **Headset** feature key

Music

Note: Telcom must program this feature key to a button

To turn Music on and off when the set is idle:

- Press the **Music** feature key

Group Paging / Meet Me Answer

Note: Telcom must first set up groups for this feature to work

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset
2. Press **Direct Page**

   –OR-

   Dial ***77**
3. Dial the extension number
4. To page your prime page group, press **#**
5. To page a specific page group, dial the page group directory number
6. Speak to the dialed party after the tone

To respond to a Group Page by using Meet Me Answer

1. Lift the handset
2. Dial **#77**
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**
   - To respond to a page from a specific page group, dial the page group directory number

Hot Desking

Note: This feature must be set up by Telcom.

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, feature keys, call forwarding setup, and line appearances – even your language preference for the display. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

Note: All Hot Desking profiles have 13 programmable keys. If you log into a phone that has fewer keys, the extra ones are "hidden". Only the use of the extra keys is lost, not the features assigned to them.

To log into a Hot Desking phone (the phone must be idle):

1. Dial ***51**
2. Press ***** to log in
3. Enter your Hot Desk User Extension Number
4. Press **#** for OK or ← to correct your entry
5. Enter your PIN number
6. Press **#** for OK or ← to correct your entry

To log out of a Hot Desking phone (the phone must be idle):

1. Dial **#51**
2. Press **#** to log out

Note: Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

Hot Desk Remote Logout

A user who has forgotten to log out of Hot Desking phone can be logged out using any phone that supports Hot Desk Remote Logout.

To remotely log out of a Hot Desking phone:

1. Dial **#52**
2. Dial the Hot Desk User Extension Number that you want to log out

MTU Feature Access Codes for MITEL IP Phones

Account Code	2
ACD Silent Monitor	*4*
ACD Agent Login	*5*
ACD Agent Logout	*5#
Callback - Cancel	#84
Callback - Cancel Individual	#85
Callback - Setup (one digit only, no MWI)	1
Call Forwarding - Busy (External Source)	*60
Call Forwarding - Busy (Ext & Int Source)	*61
Call Forwarding - Busy (Internal Source)	*62
Call Forwarding - End Chaining	*63
Call Forwarding - Follow Me (Always)	*64
Call Forwarding - Follow Me - Third Party	*65
Call Forwarding - I Am Here	*66
Call Forwarding - No Answer (External Source)	*57
Call Forwarding - No Answer (Ext & Int Source)	*68
Call Forwarding - No Answer (Internal Source)	*69
Call Hold	*82
Call Hold - Remote Retrieve	*78
Call Hold - Retrieve	#82
Call Park - Remote Retrieve	*79
Call Pickup - Dialed	*71
Call Pickup - Directed	#71
Call Privacy	*70
Camp on - Retrieve	#3
Camp on - Setup (one digit only)	3

Cancel All Forwarding	#69
Cancel Call Forwarding - Busy (Ext & Int Source)	#61
Cancel Call Forwarding - End Chaining	#63
Cancel Call Forwarding Follow Me	#64
Cancel Call Forwarding Follow Me - Remote	#66
Cancel Call Forwarding Follow Me - Third Party	#65
Cancel Call Forwarding - No Answer (Ext & Int Source)	#68
Clear All Features	#25
Conference Call	*54
Conference Call Split	#54
Direct Page	*77
Do Not Disturb	*55
Do Not Disturb - Cancel	#55
Do Not Disturb - Cancel Remote	#56
Do Not Disturb - Remote	*56
Force Party Release	#45
Hot Desk Login	*51
Hot Desk Logout	#51
Hot Desk Remote Logout	#52
Individual Trunk Access	**2
Last Number Re-dial	##
Make Busy - Setup	*58
Make Busy - Cancel	#58
Meet Me Answer	#77
Message Center - Direct Read	*38
Message Center - Password Definition	#37
Message Center - Remote Read	#38
Override (one digit only)	2
Personal Speed call - Invoke	*33
Personal Speed call - Remove	#32
Personal Speed call - Store	*32
Repeat Last Number Saved	*22
Save Last Number	#22
Multiline Set Headset - On	*36
Multiline Set Headset - Off	#36
Tag Call	*99